



# M. Samer Alkabalán

## General Manager/Hotel Operations Manager

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### Personal Details:

DOB: October 4, 1978 • Nationality: Swedish

Gender: Male • Civil Status: Married

Swedish Driving License & UAE - Dubai Driving License

Results-driven professional with over 17 years' experience in managing hotel operations across establishments consisting of up to 500 suites. Creative problem-solver adept at developing innovative operational strategies to achieve organizational goals and objectives. Ambitious leader skilled in mentoring cross-functional teams towards delivering exceptional guest services to drive revenue growth and business sustainability efforts.

## Areas of Expertise

- Hotel Operations Management
- Strategy Development & Execution
- Continuous Process Improvements
- Budget Management & Cost Control
- Guest Service Delivery
- Regulatory Compliance
- Food & Beverage Services
- Room Divisions Management
- Team Leadership
- Training & Development
- Sales & Marketing Functions
- Health & Safety Best Practices

## Career Experience

### Cluster General Manager

2013 – 2015

Nehal Hotel & Bin Majid Tower Deluxe Hotel Apartments, Abu Dhabi

Oversaw daily hotel functions to ensure full adherence to all operational strategies, policies, and procedures. Drafted and executed budget forecasts, as well as sales and marketing plans aimed at boosting brand awareness and achieving all operational goals. Identified process improvements through tracking monthly, quarterly, and annual financial reports. Developed KPIs and conducted regular performance reviews to encourage cross-functional teams in driving optimal productivity rates. Led training and development initiatives, encouraging a safe and secure environment for all guests and staff alike. Supported PR initiatives to increase brand reputations within the local community.

- Secured a 65% occupancy rate within the first year by playing an instrumental role in the pre-opening of 4-star establishment, Bin Majid Tower Deluxe Hotel Apartments, while maintaining 94% occupancy at the existing Nehal Hotel.
- Devised bespoke preventative maintenance programs, resulting in consistent quality upkeep of all hotel assets and exceptional guest service delivery outcomes.

### Hotel Manager

2011 – 2013

Oasis Court Hotel Apartment, Dubai, UAE

Directed innovative strategies to grow the sales and revenue management department, implement functional internal procedures and systems, maintain budgeting capabilities, and improve overall guest satisfaction ratings across a 120-room establishment. Liaised with external contractors and suppliers in effectively managing hotel renovations and inventory.

- Achieved up to 88% in hotel occupancy rates through championing unique guest service functions.
- Boosted revenue and market share by leveraging multiple distribution channels and technology platforms.

### Rooms Division Manager & Operations Manager

2008 – 2011

Ramada Hotel & Suites, Ajman, UAE

Led day-to-day functions of the front office, spa and recreation, housekeeping, laundry, and security throughout the over 500 suite hotel. Oversaw the development and implementation of all operational plans to drive revenue generation, guest experiences, and business sustainability. Scheduled workloads as well as facilitated staff training and development initiatives.

- Formed part of the pre-opening task force team to launch Ramada Hotel & Suites, one of the largest hotels in northern Emirates.
- Successfully ran operations during the Asian Cycling Federation Championship, accommodating 600 guests.

## **Room & Guest Service Manager/Operations Manager**

**2006 – 2008**

National. Corp. for Tourism & Hotels - Danat Resort Jabal Dhana, Abu Dhabi, UAE

Guided hotel staff towards maintaining exceptional guest services throughout the hotel with over 100 rooms, 10 villa suites, three outlets, two meeting rooms, one banquet room with a 350-person capacity, two swimming pools, an onsite health club, night club, pool bar, private beach, and spa.

- Successfully directed all hotel operations including from room bookings to catering services during one of the biggest events in Abu Dhabi, the UAE Desert Challenge, serving a total of 1 200 guests over five days.

## **Additional Experience**

**Room & Guest Service Manager | Front Office Manager | Assistant Front Office Manager**, National Corp. for Tourism & Hotels - Liwa Hotel, Abu Dhabi, UAE

## **Education**

### **Master of Business Administration in Hotel Management**

German Jordanian University, Amman, Jordan

### **Bachelor's Degree in Business Administration**

Teshreen University, Damascus, Syria

### **Diploma in Business Management – Concentration: Marketing**

Skyline College, Sharjah, UAE

## **Professional Training**

Hospitality Industry & Product Knowledge, Abu Dhabi Tourism Authority

Maximizing Revenue & Yield Management, Wyndham Worldwide

Optimizing Guest Experience Workshop, Wyndham Worldwide

Cost Controlling Workshop, Ramada Worldwide

HACCP Internal Auditor Training: TUV NORD

OSHAS 18001 Internal Auditor Training, TUV NORD

## **Affiliations**

Board Member, Swedish UN Federation Office, Skåne, Sweden, 2016 - Present

## **Languages**

Arabic – Native Proficiency | English – Fluent Proficiency | Swedish – Professional Proficiency

## **Technical Proficiencies**

Microsoft Office | Opera | Fidelio | Prologic